

Department of Public Health
and Human Services

Section:
ISSUANCE

SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP)

Subject:
Replacement Conditions

Supersedes: FS 901-1 (10/01/07)

References: 7 CFR 274.6 (g)

GENERAL RULE -- When a participating household requests a replacement of SNAP benefits via their Montana Access EBT card, the OPA Case Manager must evaluate the circumstances surrounding the request and determine whether or not a replacement is appropriate. The following condition(s) **must** exist before a replacement of benefits may be authorized.

**REPORTED
AFTER
RECEIPT**

SNAP benefits may be replaced via the Montana Access EBT card the participating household reports:

1. Food items purchased with the EBT card were destroyed resulting from a household misfortune or disaster.

Example: Sam receives SNAP benefits via his Montana Access EBT card on March 2, 2002. On March 20, 2002 Sam contacts his OPA Case Manager to report a fire has destroyed his home. His Montana Access EBT card was destroyed along with all food items in the home. The OPA Case Manager asks Sam what value he would place on the lost food items and verifies the misfortune with a reliable source. The OPA Case Manager replaces benefits **up to** the monthly benefit amount (e.g., Sam states the value of the food lost is \$100.00; he is eligible for \$130.00 in benefits each month; the OPA Case Manager would replace the **full** \$100.00).

The OPA Case Manager issues the replacement on TEAMS using the replacement code of “RR”.

The balance remaining in Sam’s Montana Access EBT account would **not** play in determining the amount to be replaced. The OPA Case Manager replaces the **full** amount of lost food items **up to** his monthly benefit amount.

Sam must contact Customer Service (IVR), at 1-866-850-1556, to request a replacement Montana Access EBT card.

2. Participant phones Customer Service and reports their Montana Access EBT card as lost or stolen. The Customer Service desk fails to cancel the card, subsequently; someone other than the participant uses the benefits.

Example: Sam phones Customer Service and reports his Montana Access EBT card as lost. Customer Service should then status or cancel the card, issuing a replacement card at the same time. Sam does not receive his replacement card, phones Customer Service once more. When checking to see when the card was mailed it is discovered the first card was never canceled. Benefits were used after the date and time of Sam's call. Sam states he did not have the card, nor did he use the benefits during the time he first called to report the card as lost/stolen and now.

Supplemental benefits would be issued through TEAMS by issuing an underpayment, rounding up to the nearest dollar amount lost.

The SNAP Issuance Program Officer would notify the OPA Case Manager if this should occur.

PH

o O o